

# Drivers Handbook

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*BUK.SHEQ.HB.005*

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## 1. Purpose

This handbook details the Company's expectations and information required to responsibly drive a company vehicle. Please read it carefully and make sure you understand the contents fully. If you have any questions, please contact your manager in the first instance. The company has the right to vary any of the procedures and/or rules at any time. Documents are updated annually as a minimum. Important changes will be communicated to you.

## 2. Important Contact Details: -

- Managing Director – John Barlow – 07740596012 – [john@barlowsuk.co.uk](mailto:john@barlowsuk.co.uk)
- Health & Safety Director – Nigel Johnson – 07740596048 – [nigel@barlowsuk.co.uk](mailto:nigel@barlowsuk.co.uk)
- Fleet Manager – Gary Davies – 07793671434 – [gary.davies@barlowsuk.co.uk](mailto:gary.davies@barlowsuk.co.uk)
  
- Cheshire Office – 01948 820200
- Manchester Office – 0161 628 9111
- High Wycombe Office – 01494 412350
- Lancaster Office – 01524 938313
- Leeds Office – 0113 887 7817

## 3. Highway code and legislation

You should be thoroughly conversant with the Highway Code and current driving laws and regulations. You are strongly advised to familiarise yourself with the latest version of the Road Traffic Act and amendments. Legal standards are expected to be adhered to at all times such as speeding, wearing your seat belt and not using a mobile device. Any accident or incident that occurs where you cannot exchange details at the scene, must be reported to the police.

## 4. Risk Assessments

All drivers should make themselves familiar with the Driving for work risk assessment and acknowledge to the company they have reviewed and will abide to it. If any concerns or changes occur you must inform your manager before travelling.

## 5. Approved Drivers

Only approved employees are authorised to drive company vehicles under the following conditions:

- Licence check
- Holder of driver handbook
- Understand Driving for work risk assessment
- Downloading of driver apps – Fleetcheck, Samsara Driver and JCL Insurance App
- Driver Agreement
- Attend new driver training (if required)

Learner drivers are not permitted to drive Company vehicles.

## 6. Licence Check

The company has a duty of care to ensure all authorised drivers are correctly licenced to drive the appropriate vehicle. All persons authorised to drive company vehicles are required to hold a full current and valid driving licence. The company require all drivers to complete a licence check prior to driving a company vehicle. The check requires all drivers to complete a consent agreement giving the company permission to carry out such checks.

You will not be able to drive a company vehicle before a licence check is carried out.

It is your responsibility to renew your licence as required and an expired licenced could lead to prosecution.

## 7. Convictions and prosecutions.

You are required to declare details of all driving bans within the last 10 years and details of all convictions within the last 5 years. The declaration has to show offence code, date, fine, number of points or length of ban. You are required to declare to your manager any event (e.g. endorsements) which could invalidate your driving licence whilst you are employed by the company.

All endorsements should be reported to your personal vehicle insurer.

## 8. Insurance, road tax, MOT and service.

The Company's comprehensive insurance policy covers the vehicle for business purposes. The vehicle should not be used outside normal business duties. Please note that non-employees of the Company are not covered to use the vehicle. You are responsible for ensuring that no unauthorised person drives the vehicle whilst it is in your care.

If an unauthorised person drives your vehicle, neither the vehicle nor the driver, has valid insurance. You should note that any persons driving an uninsured vehicle are liable to police prosecution, as well as for any damage caused in the event of an accident.

The employee the vehicle is allocated to will be disciplined.

You will be obliged to contribute towards the insurance claim excess for any insurance claim involving yourself whilst driving a company vehicle where you have been found to be liable for causing the accident. The employee contribution will be:

- 1st Claim - 25% contribution towards insurance claim excess
- 2nd Claim -50% contribution towards insurance claim excess
- 3rd Claim -75% contribution towards insurance claim excess
- 4th Claim -100% contribution towards insurance claim excess

Our excess varies from year to year and will be issued on request. Reasonable monthly instalments will be agreed prior to any payment being taken

The company will ensure that the vehicle has appropriate road tax at all times.

The company will ensure the vehicle has an appropriate MOT and is regularly serviced. The driver has a responsibility to ensure that they attend any garages as instructed by the fleet manager or their manager to carry out works.

## 9. Drivers health and fitness to drive

You are required to report to the fleet manager any health conditions likely to affect your driving. Certain health conditions should be reported to the DVLA and insurers. Eyesight has to meet legal requirements set out in the Highway Code. If you require glasses or contact lenses to do this, they must be worn at all times while driving.

You should never drive under the influence of drugs or alcohol. You are required to inform the fleet manager if you are prescribed any treatment or medication, including over the counter medicines, that may affect your driving. Check with your doctor or pharmacist if you are not sure. If you are unsure DO NOT drive and contact your manager.

You should never drive whilst tired. Where possible share the driving, if you feel too tired to drive DO NOT drive and contact you manager.

If you feel you cannot drive, DO NOT drive and call your manager.

Take regular breaks on long journeys of at least 15 minutes after every 2 hours of driving.

## 10. Driver Agreement

All drivers agree to our driver agreement when taking responsibility of using a company vehicle.

## 11. Driver Responsibilities

As part of our overall health and safety policy, the Company is committed to reducing the risks which our staff face and create when on the road as part of their work. We ask all our staff to play their part.

The company vehicle allocated to you represents a substantial investment by the company in you and your job. In entrusting this asset to your safekeeping, you have the responsibility to drive safely in a courteous manner, portraying a professional image including workwear and to look after your vehicle as if it were your own. You are expected to keep the vehicle clean and tidy at all times as it is a good advertisement not only for you, but also for the Company.

All road traffic laws are to be adhered to and you should drive safely and responsibly. When you are driving a company vehicle it is your sole responsibility as the driver to ensure it is driven safely and with courtesy at all times. There should be no distractions in the vehicle that could allow your driving to fall below the standard expected. As the driver you must be aware of the understating of the dangers and consequences of poor driving.

The use of mobile devices when driving is illegal and could lead to accidents and prosecution. The driver is responsible for ensuring all that are travelling in the vehicle wear a seat belt at all times. If you drive below the expected standard of safely and with courtesy, you may be disciplined.

If you feel you cannot drive safely – DO NOT DRIVE the vehicle and call your manager.

## 12. Smoking and vaping

Smoking of electronic cigarettes or traditional cigarettes or vaping are strictly prohibited in all company vehicles. The vehicle is classed as a workplace under the Smoke Free regulations 2006.

**13. Route Planning**

Plan your route to take into account journey times and always allow extra time in the event of severe weather conditions. You should ensure you always maintain a charged phone for navigation and to call for assistance if required.

**14. Weather Conditions**

During exceptional weather conditions you may be required to contact your manager for advice if travel is not possible. You must take into account weather conditions when driving and ensure you have enough fuel for your journey. Stopping distances increase greatly as weather conditions deteriorate, so allow extra space between yourself and the vehicle in front.

**15. Manufacturer's Handbook**

The handbook should be kept with the vehicle at all times as a point of reference.

**16. Cameras**

The safety of our employees is paramount and as such, dual facing cameras are installed within company vehicles. The cameras monitor events via artificial intelligence such as collision, harsh braking, no seat belt, inattentive driving and using a mobile device. The information is monitored by the camera system and sent to your department coach for reviewing. Events will be discussed with you as required. The camera system can be accessed in the event of a driver complaint or incident not detected by the artificial intelligence within the camera system. The camera system has the capability to share information with yourself as the driver via an app.

Any tampering with equipment installed in the vehicle may result in disciplinary action. Any noticeable faults with the cameras must be reported to your manager.

Events will be shared with you via the driver app.

Camera footage may be shared with our insurers as required.

**17. Telematics**

All vehicles are tracked by a telematics system; this system records all driving journeys. Any out of hours driving will be logged by the system.

**18. Vehicle Use**

The company vehicle supplied to carry out your job role is not to be used for anything other than work relating to Barlows. If you need to use the van in an emergency you must contact your manager prior to using it and they will make a decision on the situation. If you cannot get hold of your manager you cannot use the vehicle. You will be charged £1.00 + Vat per mile used. This will be information will be extracted from the tracker in the vehicle. If you use the vehicle and do not have permission from your manager disciplinary action will be taken.

The vehicle is only be used for normal road travel. The vehicle is not be used for racing, pace making, trials, hill climbing, sprinting or in any competition. We do not allow driving tuition in company vehicles.

The vehicle must not be over loaded or used for a purpose for which it was not designed.

Only authorised drivers are allowed to use the vehicle for business purposes. Company vehicles are provided for business use and staff are to ensure that the vehicle is available for that purpose.

Hitchhikers must not be carried and at no time the seating capacity of the vehicle is to be exceeded and passengers are not be carried for hire or reward under any circumstances.

Company vehicles are to be kept clean at all times. Failure to keep your company vehicle clean and tidy for more than 3 consecutive weeks, may result in the company arranging for the vehicle to be valeted and the cost to be deducted from your wages, or the company vehicle may be removed from you for a period of time. It is your responsibility to ensure that the company vehicle allocated to you is kept in good working order at all times. Any concerns must be reported to your manager or fleet manager.

## 19. Vehicle Checks

The company requires you to complete visual and documented vehicles checks to ensure the safety and the best reliability is obtained from your company vehicle. The checks below are required to be carried out.

### Daily

- Check tyres visually.
- Ensure that all lights are operating correctly. It is an offence to drive if your lights are not functioning properly.
- Ensure you have sufficient fuel.
- Clean the windscreen, all windows, mirrors, headlamps and all other lenses.
- Ensure rear view mirrors and seats are adjusted correctly

### Weekly

- Check and correct the tyre pressure and tread wear, including the spare wheel. Keep to the pressures recommended in the maker's handbook. It is an offence to have defective tyres.
- Check the engine oil level weekly and/or before setting out on a long journey.
- Check the battery. Keep the terminals clean and ensure that all connections are secure.
- Check the radiator water – anti-freeze mixture level weekly and/or before setting out on a long journey.
- Top up the windscreen washer reservoir at least once a week. Check the action of the windscreen wipers and the condition of the wiper blades at the same time. It is an offence if your windscreen washer is inoperative for any reason.
- Check the clutch fluid and brake fluid reservoir (where fitted).

### Monthly

Every month it is your responsibility to complete a Vehicle Safety Checklist including photos on the "fleetcheck app". All defects must be reported to the company.

## 20. General Service and Maintenance

Preventative maintenance through inspection and regular servicing can reduce the defect rate and help improve reliability. It is therefore important that your Company vehicle is properly maintained.

The fleet manager will arrange for service and repair as required, the driver has a duty to ensure appointments for such work are attended. Non-attendance must be reported to your manager or fleet manager immediately.

All service and general maintenance repair costs will be paid for by the company, any damage caused by the driver due to the failure to attend service or general maintenance appointments may be recovered from the driver. Unauthorised service or repair work is not permitted and could lead to disciplinary action being taken and employees may be liable for any costs incurred.

All work must be carried out only by the companies' approved repairers

## 21. Windscreens

The company has arrangements for the replacement of windscreens. In the event of a windscreen being damaged contact your manager.

## 22. Tyres

The life of tyres depends on the manner in which the vehicle is driven. Excessive speed, braking or acceleration will cause tyres to deteriorate. Drivers are expected to drive sensibly and not to cause purposeful damage such as mounting kerbs, If they are repeatedly driven against kerbs or large stones the walls of the tyres will weaken.

Vehicles must not purposely drive on a flat tyre, only in exceptional circumstances such as making way to a safe place to replace a damaged tyre or to call for assistance.

Tyres must be maintained at the manufacturer's recommended pressures; accelerated wear will occur. You are required to pay particular attention to these points. You should regularly check tyres and, if there is doubt, any authorised tyre depot will check your tyres and advise on replacement as necessary. To have tyres which are defective and have insufficient tread constitutes an offence for which the police could prosecute you.

Most vehicles are supplied with a manufacturer spare tyre, wheel brace and jack. If in the event you experience a flat tyre you should endeavour to change the tyre as per the manufacturers instruction with the vehicle. If it unsafe to change it yourself, due to location or you are unable to contact our recovery service to replace the tyre. Always contact your manager to inform them of the situation.

If you have a vehicle that is not fitted with a spare tyre, you will need to contact your manager or fleet manager to assist you.

If you have concerns with the tyres on the vehicle you are driving, contact your manager or fleet manager.

## 23. Fuel, Oil, Ad-Blue & Screen Wash

A fuel card will be issued for your vehicle. This should be used for all fuel purchases. When you purchase fuel, you are required to provide the mileage and registration of the vehicle you are re-fuelling. Oil and Ad-Blue is available from our suppliers. Lost cards are to be notified to your manager immediately.

Screen wash reservoir level should be maintained at all times.

If you carry out your vehicle checks correctly, your vehicle should not need urgent attention.

## 24. Vehicle Security

Do not leave any valuables on display in the vehicle. The company recommends you remove any items of value when not in use.

Commercial vehicles will have a good level of engine immobilisation fitted as standard. It is becoming very difficult for thieves to 'hot wire' a vehicle. This has led to a rise in theft of keys or using electronic equipment to fool the vehicle into thinking the key is in the vehicle for keyless vehicles. Keys should be kept in a safe location away from the external areas of a property.

Always lock the vehicle when not in use, most models have a dead lock facility when you press the lock button twice. If your vehicle is fitted with additional dead locks these must be used. Always drive with your doors locked. In the unlikely event that a person forces you to hand over the keys to your vehicle, do not resist. Phone the police and give a clear description of the thief.

You are responsible for ensuring the security of the vehicle you have been issued with including contents and any equipment on the roof rack, you may be responsible for any losses. All Company vehicles must be parked in a courteous and safe way. In the event of any vehicle damage including wing mirrors you will be required to pay towards the repair/excess of the policy. All incidents are investigated by the Barlows UK Ltd Fleet Committee

## 25. Parking

You should take all sensible precautions regarding parking. Do not leave property in the vehicle overnight, always lock it when there is no one in the vehicle (even at fuel service stations). Do not park it in vulnerable positions in car parks. Be considerate at all times to others when parking and do not park in restricted areas or block access to others.

## 26. Return/Handover of Vehicle

When returning your vehicle, you must ensure that it is clean inside and out and has no un-reported damage. All company issued equipment must be returned with the vehicle. Please note if the company has to rectify undue wear and tear, any such costs may be passed on to the driver. The cost of rectifying body damage, which would normally be repaired under the terms of the insurance policy, may be charged to the driver.

## 27. Accidents

All incidents and accidents need to be reported. Any damage resulting from accidents, theft, fire, vandalism etc, however minor, involving any company vehicle or vehicles on lease/hire must be reported to the fleet manager immediately after the event

**In the event of any accident regardless of fault or cause, please follow the procedure below:**

Do not put yourself at any unnecessary risk

Deal with the initial situation – If you are unsure what to do contact your manager or the contacts on page 3

Complete the insurance app on your phone

If you do not have access to the app, contact our Insurers Jane Chewins on 01948 820000 (office hours) or Allianz on 0370 606 4912.

You must report the incident or accident to our insurers as soon as possible, to ensure we can control claims.

Accidents involving injury or animals must be reported to the police within 24 hours.

The information below must be obtained whilst at the scene unless already gathered via the app or insurers:

Obtain names, addresses and, if possible, motor insurance details from each third-party driver involved in the accident. Make a note of the make, description e.g. van, car or bus, and registration details for every vehicle involved. If any vehicle is, or appears to be, owned by a company or business, obtain the name and address of the owner.

Make a note of how many people are in the third-party vehicle, pictures of the vehicle should be taken.

Give your name and company address only; company name and Head Office address to all third parties, stating that the necessary insurance details will be provided by the Insurance Department. **Do not give your home address.**

At no stage admit liability. Make no comment or statement on the accident (except to a police officer).

Notify the police if personal injury has been sustained by anyone in the accident; or if the third party did not stop or drove off before giving your personal details; and in cases of theft.

Obtain the names and address of as many independent witnesses as possible.

Take photos of the situation, including all damage to vehicles and of occupants of other vehicles in the pictures, this is to prove the occupants of vehicles during the incident. Some claims return to us with additional occupants not recorded at the scene.

Do not remove your vehicle under its own power if this could cause further damage. Contact the fleet manager, who will make arrangements for the removal of the vehicle.

You must report to your manager or fleet manager

- Any accidental or malicious damage to the vehicle.
- Any actual or attempted theft of or from the vehicle.
- Fire.
- Accidents of any kind (Whether or not involving any third-party vehicle or property, including any accident where known damage is caused to the Company vehicle).

Minor damage must also be reported to the fleet manager as this could affect roadworthiness e.g. broken bumpers or headlamps.

All incidents will be investigated and disciplinary action may be taken to at fault drivers or drivers with continual poor driving standards relating in damage or complaints.

If a third party who was involved in the accident admits liability and is willing to sign a statement to that effect, it will obviously assist our insurers to make an appropriate claim. But such a statement must be given entirely voluntarily.

**Do not** offer a similar statement yourself to any third party.

Accidents involving lampposts, telegraph poles, bollards, manhole covers, road signs or other public property must also be reported to the fleet manager.

Accidents involving private fences, walls, gateposts etc., must also be reported. Whenever possible the owner or occupier of the property should be notified. This action applies to accidents involving any unattended third-

party vehicles. Remember that if you fail to stop after an accident or fail to report to the other party or to the police, you may be prosecuted.

If late supply or inaccurate nature of information being given of an accident, the Company is involved in additional costs, the employee responsible will be subject to disciplinary action.

## **28. Motoring/Parking offences**

You are personally responsible for any fines or prosecution, if you are identified as the person in control of a company vehicle suspected of such circumstances. Company drivers are required to pay any fixed penalty, such as for a parking offence, within the prescribed time; if you fail to do so the company is held accountable.

In addition, any such charges will be deducted from your salary together with an administration charge; this administration charge will be reviewed annually. You are reminded that administration charges can be avoided by prompt payment of fixed penalties.

If you are convicted of a driving offence and consequently lose your driving licence, it may mean your suspension and subsequent loss of employment, or redeployment to another appointment within the Company at the Company's discretion.

## **29. Vehicle Breakdown**

If your vehicle has mechanical issues – do not drive and report to your manager or fleet manager immediately for advice and guidance.

If your vehicle breaks down the company has full recovery services available to safely recover the vehicle. In these circumstances initially contact your manager or fleet manager to inform them of the issues you are having. Once you have contacted the recovery provider, they will either repair the issue or recover you to an agreed location with your manager or fleet manager.

If your vehicle breaks down in a vulnerable location, you and your passengers safety is paramount. Ensure you put your hazard lights on to ensure the vehicle can be seen by other road users. If it is safe to stay in the vehicle, stay in the vehicle and follow the instructions above to arrange recovery. If it is not safe to stay in the vehicle exit the vehicle in safest way, which could be via the passenger door. Move yourself to safety and contact your manager or fleet manager to inform them of the situation and then contact recovery. If the vehicle has broken down and you cannot get to a safe place call the police immediately. Be aware of good Samaritans that may try to assist you. If you are concerned they are not sincere call the police.

Always keep your manager or fleet manager up to date with the situation. Recovery will attend and recover you to a safe place as discussed with your manager or fleet manager.

If you break down on a motorway or dual carriageway move over to the hard shoulder or refuge area. Hard shoulder and refuge areas are dangerous places and should only be used in an emergency situation. Follow the guidance on the next page.

- ✓ If possible, try to guide your vehicle to a Motorway service area or a place of safety off the motorway.
- ✓ You must only stop on the hard shoulder if you are unable to continue safely.
- ✓ If you do stop on the hard shoulder: -
- ✓ Apply your handbrake and switch on your side and hazard warning lights.
- ✓ Move across to your front passenger seat and make a note of the motorway blue and white directional marker post number noting the direction of the arrow pointer.
- ✓ If you have one, put on your high visibility waistcoat/jacket.
- ✓ Assess to see if it is safe to get out of the vehicle and exit the vehicle on the passenger side.
- ✓ Always walk along the grass edge of the hard shoulder to and from the nearest telephone.
- ✓ It is always best to use the Motorway emergency telephones rather than calling your break down recovery service direct from your mobile. This will alert the Police and the Highways Agency to the fact there is a vehicle broken down on the hard shoulder.
- ✓ The operator will then transfer you to your recovery service. Your recovery service are likely to ask for your membership details and an idea of what is wrong with your vehicle, they may also ask you to confirm where you have broken down.
- ✓ Do not wait next to the emergency telephone box, return close to your vehicle and move behind the safety barrier on to the bordering land and up the embankment if possible but stay near your vehicle.
- ✓ At this point you can use your mobile phone to tell work and/or family of your predicament and keep them updated.
- ✓ If you feel uneasy by a Good Samaritan approaching you, return to your vehicle and enter by the passenger door and remain in your vehicle with the doors and windows locked.
- ✓ If the stranger gestures or speaks to you, do not get out of your car or unlock your doors. Unwind your window just enough to assure them that help is on the way and then rewind your window staying in your vehicle until you feel safe. When the perceived danger has gone leave your vehicle by the same route and return to the safety of the embankment to await rescue.
- ✓ It is common for passing Police cars or the Highways Agency to check on cars that have broken down. If you doubt their authenticity for any reason, you're within your rights to ask the police officer or traffic officer for his or her I.D especially if he or she is in an unmarked police car. When help does arrive always ask the driver for his identification which he should be more than willing to supply.
- ✓ If possible telephone the office to inform them who the breakdown recovery company is with an estimated time of repair if known. (Sometimes the major breakdown recovery services use contractors).
- ✓ If a breakdown cannot be fixed by the roadside your breakdown recovery service may have to arrange for a specially equipped vehicle to either tow or load your vehicle on to a low-loader for transportation to your requested destination. This will involve a further delay and you should again follow the procedures outlined above for waiting safely for rescue. (Don't forget to update the office and/or family).
- ✓ If the breakdown service has managed to repair your vehicle, you must leave the hard shoulder by driving along it until you have reached a speed that will not hinder the traffic already using the motorway. Indicate right and wait for a gap in the flow of traffic before safely rejoining the carriageway.
- ✓ Remember as you drive along the hard shoulder look out for other vehicles that may have broken down or obstacles from previous breakdowns or accidents.

If your vehicle breaks down in a live lane you should follow the guidance below.

- ✓ If you fail or are unable to guide your vehicle out of the live lane, immediately switch your headlights and hazard warning lights on.
- ✓ If you feel it is safe to exit the vehicle, do so with extreme caution for yourself and any passengers. Trying to cross a busy road is extremely dangerous and is not advisable but if you do decide to exit your vehicle, put on your high visibility vest and make your way to a safe area.
- ✓ If you are unable to exit the vehicle safely, make sure you keep your seat belt firmly fastened. Under these circumstances it is normally much safer to stay put inside your vehicle and call the police immediately.

### 30. Driving Abroad

You are only permitted to drive abroad when permitted by the company. If you are required to drive abroad a specific driving abroad document will be issued to you with expectation required. Your destination will depend on additional requirements required as set out in the visiting country. Before leaving the UK you are required to ensure that all necessary documentation is in order and while driving overseas, apply the same care and attention to driving as is required in this country.

In most European countries you are required by law to carry a spare bulb kit, first-aid box, warning triangle and fire extinguisher.

Always keep your manager up to date in events that are likely to impact your day, delays can cause service delivery reduction and we may need to allocate additional resources.

### 31. Feedback

We welcome feedback and open conversations to driver and vehicle safety and standards. If you have feedback please contact the Health and Safety Director as detailed on page 3 of this handbook.

**KEEP THIS HANDBOOK IN YOUR GLOVE COMPARTMENT AT ALL TIMES**

#### Employees Driver Handbook Declaration

I confirm that I have read and understood this document and will abide by the rules etc contained within: -

Name: \_\_\_\_\_

Department : \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_